

**VARIETY LEARNING CENTRE**  
**550 Thompson Avenue**  
**Coquitlam, BC**  
**V3J 3Z8**  
**Tel: 604 931 5145**  
**Fax: 604 931 5515**



## CONTRACT

### General Information

Name <input type="checkbox"/> male or <input type="checkbox"/> female		Birthdate (m/d/y)
Parent/Guardian Name		Telephone Number
Home Address		Fax Number
City	Postal Code	E-Mail Address
Name of School		Grade
Alternate Contact Name		Alternate Telephone Number
Medical Conditions, Allergies, etc.		
Is English the student's first language?    Yes    No		
Any additional information you feel may be helpful (all information will be kept confidential)		

### Program/Service Information

Program/Service Requested	Length of Service	Location (transportation is the responsibility of the parent/guardian)	Total Fees \$55.00 per hour
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#### The Right to Make Changes

The Variety Learning Centre reserves the right to limit enrollment and change personnel. We also reserve the right to cancel a class due to low enrollment, or due to the unavailability of personnel or facilities. We cannot guarantee additional classes or services when enrollment surpasses expectations.

#### Refunds and Conflict Resolutions

A request for refund must be submitted in writing and accompanied by the original receipt. A copy of the Refund and Conflict Resolution Policies accompanies this registration form (on the back of this page).

#### Cancellation or Failure to Show for Scheduled Service Appointment

Twenty-four (24) hours notice is required if a client is unable to attend a scheduled service appointment (eg. tutoring or assessment) or the client will be charged for the service. In the case of subsidized clients, the number of agreed sessions will be reduced by one. If clients fail to show or give proper cancellation notice more than once, the Variety Learning Centre reserves the right to terminate services.

#### Participation and Release of Information

I, the undersigned, being a parent or lawful guardian of the above named student, do hereby consent to the participation of the said student in activities conducted by the Variety Learning Centre and grant the Variety Learning Centre permission to reproduce or publish any photographs or video tapes taken of the student or written/pictorial materials prepared by the student.

\_\_\_\_\_  
Signature of Parent or Guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Variety Learning Centre Representative

\_\_\_\_\_  
Date

### **Refund Policy**

1. The Centre may charge a non-refundable registration fee of 15% of the total cost of the program of instruction.
2. Where the student has entered into a contract with the Centre and gives notice in writing, by registered mail or in person to the Centre at least thirty days prior to the commencement date of the program of study, of the person's intention not to commence the program of study, the Centre must refund to that person any money received except for the registration fee.
3. Where the student has entered into a contract with the Centre and gives notice in writing, by registered mail or in person to the Centre at any time prior to the commencement date of the program of study, but less than thirty calendar days prior to such commencement date, of the person's intent not to commence the program of study, the Centre must refund any money paid by the student except for the registration fee and ten percent of the fees due under the contract.
4. Where the student has entered into a contract with the Centre and gives notice in writing, by registered mail or in person to the Centre after the commencement of the program of study, of the person's intention to discontinue the program of study, the Centre must refund the money paid by the student except for the registration fee and the fees earned calculated on the basis of elapsed time as follows:
  - if 10% or less of the program of study has been completed, then 20% of the entire program of study costs is retained;
  - if more than 10% and up to and including 20% of the program of study has been completed, then 40% of the entire program of study costs is retained;
  - if more than 20% and up to and including 30% of the program of study has been completed then 60% of the entire program of study cost is retained;
  - if more than 30% and up to and including 40% of the program of study has been completed then 80% of the entire program of study cost is retained;
  - if more than 40% of the program of study has been completed then the entire program of study cost is retained.
5. If the Centre closes, voluntarily or otherwise, before the complete program can be delivered, a full or partial refund of all moneys paid may be ordered by the board of Directors.
6. Where the Centre has provided equipment or course materials for a program of study, and the Centre receives from that student, notice of termination of study, the Centre may charge for such materials except where the student returns all of the course material, unmarked and as issued within ten days of receipt of the materials by the student.
7. Where the Centre is required to refund any money, the Centre must refund the money to the student entitled, within thirty days of receipt of the notice.
8. Where the Centre has, after the commencement date of a program of study, dismissed a student due to academic failure or failure to pay required fees, the Centre must within thirty days of notice of dismissal, refund any money paid by the student except as outlined in Items 4 and 6.
9. Where the Centre has, after the commencement date of a program of study, dismissed a student for disciplinary reasons and the dispute resolution policy/procedure has been followed, the matter may be referred to the Board of Directors to determine if any refund is appropriate.
10. If the Centre changes the commencement date of a program after entering into a contract with a student, the student is entitled to a full refund, including the registration fee and any other fees charged, should the new date be unsuitable.

### **Conflict Resolution Policy**

A student who is unable to achieve a satisfactory resolution of an issue may appeal directly to the Human Resource Committee of the M.L.E. Training and Research Society. The procedure follows:

1. The Human Resource Committee designated Arbiter will set a time, agreeable to all parties, to meet with the Human Resource Chairperson and the disputing party.
2. The Arbiter will request a written submission from each of the disputing parties and will review this information prior to the meeting.
3. The Arbiter will act as mediator in the meeting and will attempt to assist the parties to achieve a mutually agreeable solution.
4. On failure of mediation, the Arbiter will arbitrate a solution which is, in his/her mind, fair to all parties.
5. The resolution so reached will be put in writing and a copy given to all parties concerned.